



Complaints Action Tracking System (CATS)

**HR Worldwide Conference
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Complaints Action Tracking System (CATS)



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- System Characteristics
 - User friendly, menu driven, point & click
 - Data autopopulated - modern DCPDS to CATS screens
 - Modern DCPDS Baseline
- Functionality
 - Identify contacts
 - Track a complaint from the first contact through the final decision
 - Generate system docket numbers



- **Functionality (continued)**
 - Track resolution at all complaint stages
 - Provide Alternate Dispute Resolution options
 - Calculate the number of pre/informal/formal complaints
 - Calculate the number of active/inactive complaints
 - Record chronology of Individual EEO Complaints
- **Planned Functionality – next six months**
 - Produce EEOC form 462 report (ready September 2002)
 - Generate EEO Counselor's report
 - Provide ad hoc report capability with trend analysis
 - Calculate cost data

CATS LOTUS CAM Demonstration



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- Present CATS process from initial complaint through resolution
- Demonstrate query complaint data within a mock region
- Build and display demographics for race/sex/handicap